

PLAIN TALKS

February 1989

Volume 68 Number 2



BLEVINS
INC.

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Volume 68

Number 2

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Liz Duhon



Randy Courville, collector, Lafayette, writes a referral for a new Good Cents home. For more on the Reddy Referrals Pay program, see the story on pages 3-4.

(About the cover). This issue highlights some interesting hobbies of GSU employees. Doug Blevins, Orange serviceman-1st class, enjoys doing pencil drawings and drew the cover sketch. For more on employee hobbies see pages 11-13.

PLAIN TALKS

February 1989

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Employees who change residences or offices should fill out company mailing-address-forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

BENEFIT BRIEFS

Board approves Thrift Plan changes

In January the Board of Directors approved several changes in the GSU Thrift Plan regarding suspension, make-up provisions, 401(k) participation and hardship withdrawals.

Suspension from making contributions to the Thrift Plan as a result of early or excessive withdrawals has been reduced from 24 months to 12 months for employees with less than five years participation.

"We're changing to a 12-month suspension for all withdrawals regardless of the employee's length of participation," says Mike Sealy, manager-employee benefits.

Basic Thrift make-up provisions were also affected by the new changes. Employees now have the opportunity to make-up the difference between actual contributions and the 6 percent Basic Thrift maximum for up to a 24-month period preceding January 1 of any year. And, for the first time make-up contributions can be made to 401(k). The company matches the employee's make-up contribution 50¢ on the dollar, just like their other Basic Thrift contributions.

"For example, if an employee contributed 4 percent for three

months in 1987 and 5 percent for two months in 1988, if he submitted his make-up request in 1988, he can bring those past deficiencies up to the 6 percent level by contributing the difference in 1989," says Sealy.

Sealy emphasizes when the make-up contributions reach the 6 percent point, they will stop.

One provision has not changed. All make-ups are effective January 1 and must be elected prior to that date.

Changes in 401(k) participation include no longer being locked into a percentage contribution until the end of the plan year. "Employees, if they choose, can reduce or increase their percentage of contribution as often as every three months," says Sealy.

The rules for 401(k) hardship withdrawals have seen changes as well. Regulations suggest only four specific hardship reasons: Medical expenses, school tuition for next semester or quarter, purchase of a primary residence or to prevent eviction from a primary residence.

Sealy points out the Thrift Plan Committee, which must approve all hardship withdrawals, will accept

applications for other hardship reasons that can be justified. "If an employee feels he has a real hardship and can show that he has exhausted all other financial resources, the Committee will consider his request."

Sealy reminds employees the GSU Thrift Plan began as a way to secure additional funds for retirement. The IRS apparently feels the same way and has discouraged early withdrawal by requiring tough withdrawal rules which may include tax penalties.

"An employee who receives the money for a hardship withdrawal will have to pay the normal tax on the full amount and will be suspended from participation in the Thrift Plan or any other similar plan such as ESOP for 12 months," says Sealy. "In addition, if the employee is under age 59½, he may have to pay a 10 percent tax penalty over and above the normal tax. Those are pretty healthy penalties."

Employees with questions regarding Thrift Plan changes can contact Employee Benefits at 733-2873 or 733-5716.

Sealy notes changes in retirement plan

The new year brought significant changes to the Retirement Plan regarding eligibility vesting service requirements and benefit accruals.

Prior to 1989, the eligibility service requirement for a pension benefit payable at age 65 was 10 years. Now those requirements have been changed to five years.

"The earliest an employee's eligibility service credit can begin is at 18 years of age," says Sealy.

"This means a vested employee will be at least 23 years old and have a minimum of five years of eligibility service."

Sealy explains Gulf States' vesting schedule is called "cliff

vesting."

"Cliff vesting is an all or nothing proposition, which makes it easily understood by plan participants," says Sealy. "If you have five or more years of eligibility service you're vested, if you don't you aren't."

Another retirement area affected by change is pension benefit accrual beyond age 65.

"It was previously established that age 65 was the cutoff point for pension accruals," says Sealy.

"Benefits could accrue up to that point and then were frozen at that level regardless of how long the employee worked after age 65."

Now, employees who work past age 65 will benefit from increases in salary and earn additional credited service up to the 35-year maximum allowed by the plan.

Employees with questions about the Retirement Plan changes should call Employee Benefits in Beaumont at 733-2873 or 733-5716.

GSU employees can earn awards with referrals

Story by Betty Gavora
Photos by Liz Duhon

Each day on the job Gulf States employees come in contact with thousands of customers. These customer contacts, as well as contacts with family and friends, represent opportunities to improve customer relations and to promote the use of electricity, which will help GSU's return to profitability. Employees referring prospective sales will earn cash or merchandise awards through a new marketing program — Reddy Referrals Pay.

The program, which developed from companywide task forces, was built upon a pilot program conducted in the Lafayette District last July. All employees have an opportunity to participate in Reddy Referrals Pay, which began in February and offers some interesting incentives —

- A payment of \$4 cash, plus \$1 for taxes, for each GSU light leased to a customer.
- A Reddy Referral Certificate which can be converted into merchandise awards when you refer customers for electric water heaters, heating and air conditioning, all-electric structures, Good Cents homes, etc.
- A Reddy Referral Certificate for merchandise awards, plus \$20 equipment bonus, for referrals which result in an installation of heat pumps, electric resistance heating and electric water heating in new construction where gas is available.
- A \$20 equipment bonus when

you tell a customer who currently has gas heating, air conditioning or water heating about electric equipment and the customer converts to electric.

Program rules are simple—

- Submit a Reddy Referral Pay form with your "qualified" referral to the program coordinator for your location. Be sure the form is complete, with enough information for Marketing to quickly contact the customer or builder.
- Your referral will be valid for 120 days.
- Marketing will acknowledge receipt of your referral, work

your referral and let you know the results; so watch the mail for your referral acknowledgment and Reddy Referral Certificate.

- Only the first referral for an opportunity will be eligible for the equipment bonus, so be sure you get there first.

To order your awards, simply complete the Reddy Referrals Pay Award Order Form and mail it with the correct number of certificates in a confidential envelope to Reddy Referrals Pay, EP-8, Beaumont. Your award will be shipped within one week.



Calvin Cannon, engineering assistant, Lafayette, writes a referral on a new store.



Ray Rice, Lafayette serviceman, writes a referral on a new home under construction in the Lafayette District.

Reddy Referrals Pay takes off from pilot program

A sales referral program in Lafayette last summer led the way for the Reddy Referrals Pay program for all employees, which started in February.

For two weeks in July 1988, Lafayette employees kept their eyes open for possible opportunities to sell electric equipment, all electric structures and Good Cents homes. As they did their jobs, they made notes of these opportunities and gave the referrals to Marketing.

In this pilot program, employees noticed such things as a new convenience store location, a subdivision to be built, the construction of new homes, the remodeling of homes and needs for security lights.

According to George Irvin, manager-commercial and residential marketing, who was general superintendent-Lafayette district at the time, 33 such referrals were made which resulted in six Good Cents homes and two all-electric homes for total revenue added to Gulf States of \$4,218.

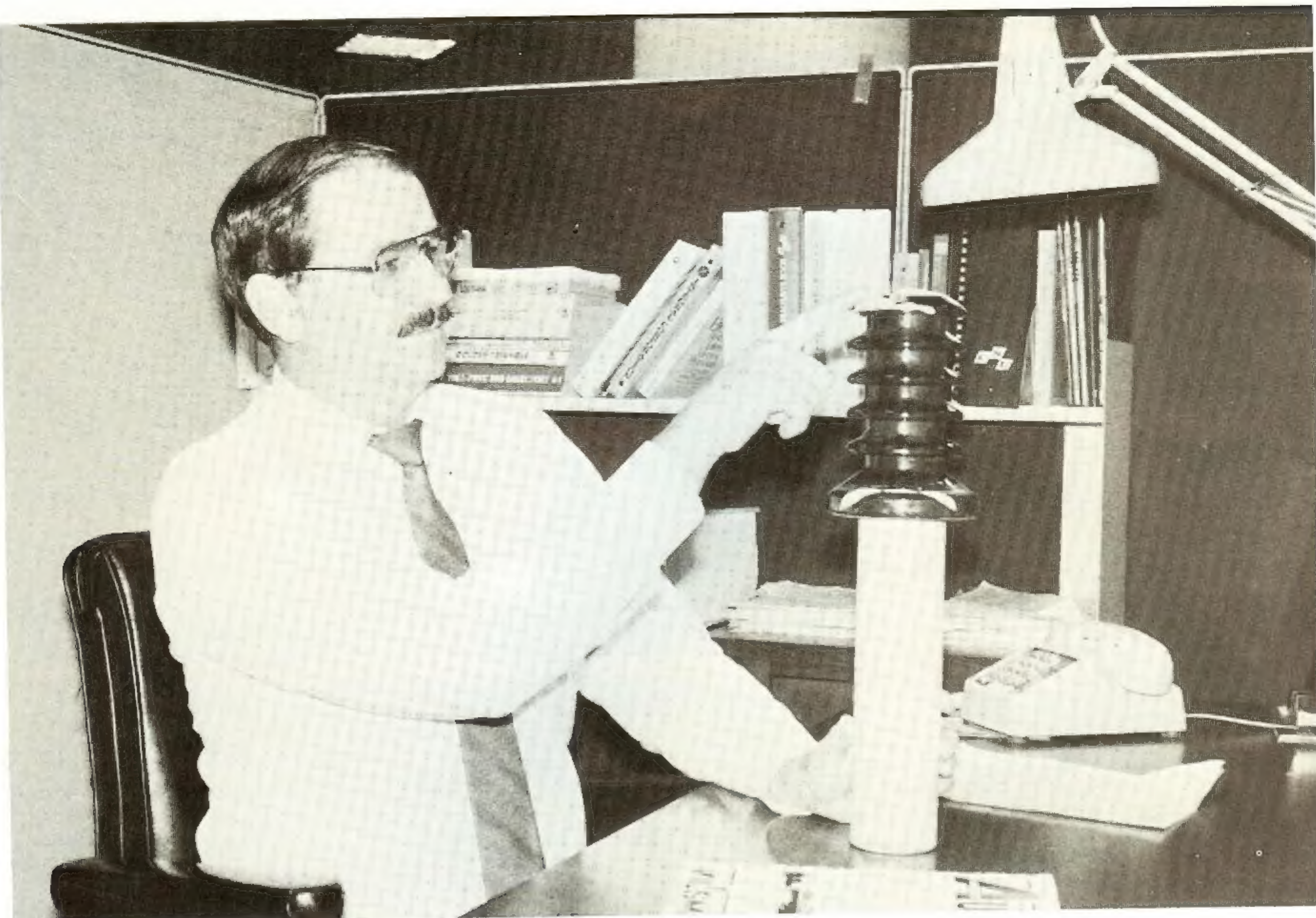
"We had good referrals and got back to each employee to let them know what happened to their referrals," says Burt Duhon, supervisor-customer services, Lafayette. "The program worked beautifully because employees really got involved," he continues. "In fact, we had a slogan to the effect that the Marketing Department is **not** the whole company, but the whole company **is** marketing. The success of the program proved that to be true."



Top, Howard Boyer, engineering assistant, Lafayette, writes a referral on an existing home being remodeled. The customer decided to go all electric.

Above, Richard Bujol, meter reader, Lafayette, writes a referral on a new subdivision.

Left, Irvin with slogan.



Sikes inspects a damaged bushing that was replaced by a piece of used equipment.

Purchasing used equipment cuts costs, not quality

by Scott Harper

Gulf States employees throughout the system have worked together to keep costs down in an effort to help the company achieve financial stability. Many projects and cost-conscious practices have been implemented with significant results.

Throughout the year, **Plain Talks** will highlight some of those successful efforts. The first article in this series focuses on purchasing used equipment.

By purchasing used equipment as an alternative to new equipment, GSU makes significant strides in keeping costs down. As a result, there was a cost avoidance of nearly \$750,000 in 1988.

"It requires more personal time on the part of the purchasing agent and user, but the savings are pretty big," says Roy Dautat, manager-purchasing, Beaumont. "When

buying used equipment, we have to be very careful that we're not buying junk. We want good reliable equipment."

Dautat says shopping for used equipment often produces an item of higher quality for a lower price. "We're basically talking about a brand-new Chevrolet versus a year-old Cadillac," says Dautat.

When Purchasing receives a requisition, they check to see if a used piece of equipment will do the job. Once the equipment is located, the users are notified. "They look at the equipment. If it's suitable, we make a bid," says Dautat.

Dautat admits employees were concerned that used equipment would not be as productive; but, after using it, they have found it to be satisfactory. "We've built up their confidence," says Dautat. "They know they're getting good

equipment."

Max Sikes, Beaumont purchasing agent, agrees that the user must be satisfied. "We have to sell the user on it first. I get the user to inspect the equipment before we purchase it," says Sikes.

Sikes points out in many cases GSU gets more product for the money in used equipment.

"Last year we bought a 175-cfm air compressor that had been used only 500 hours for less than half the price of the new 125-cfm compressor that was requested. The brand we bought was a better brand," recalls Sikes.

Sikes emphasizes quality as a priority. "We do not sacrifice quality," says Sikes. "We don't just go out and buy haphazardly by price, we buy quality."

What can we expect financially in 1989?

by Scott Harper

Gulf States realizes the road to financial stability can be long and bumpy. We have made progress on our journey to financial security through cost containment, marketing efforts and paying debt. Where will the road take us in 1989? To learn more about the financial condition of the company, Plain Talks interviewed Jack Schenck, vice president and treasurer.

What is the current financial condition of the company?

GSU is still under significant financial stress. Our current rates do not cover current expenditures even after omitting dividends. We do, however, see encouraging signs and believe that we have a good shot at eventually restoring the financial health of the company if we receive reasonable support from our regulators and suffer no major setbacks in any of our more important legal disputes.

How would you sum up 1988?

1988 was a year in which progress was made in attacking our problems. Some, though not sufficient, rate relief was obtained in both major jurisdictions. Gas suppliers which had been demanding prepayments agreed to return to normal billing. Cost controls continued to help and there was a small increase in sales of electricity over 1987. Thanks to these factors, our cash shortfall was held down to about \$75 million compared to the original estimate of over \$180 million. This left us with \$100 million of cash investments at year-end.

What are the financial challenges for 1989?

The major challenges before us in 1989 are to continue holding down the growth of expenses, complete a refinancing of our nuclear fuel, pay off more than \$200 million of debt that is coming due during the year and get additional rate relief in both Texas and Louisiana.

What has been the impact of employees striving to help the company cut costs?

Through November 1988 total operation and maintenance expenses were essentially on budget, which reflects across-the-board efforts at cost control by everyone in the company. Indeed, without those employee efforts we could not have made it this far.

What projections are being made for the next several years?

With the rates we currently have in effect, we expect that our outlays will continue to exceed our receipts

through 1991 by about \$200 million in total even if no dividends are paid. This will be due to the fact that, over the three years 1989-1991, Gulf States will have about three-quarters of a billion dollars in debt coming due. But, if we can complete the \$160 million refinancing of our nuclear fuel which we are currently negotiating, we should have adequate cash to see us through the three-year period (taking into account the \$100 million we had invested at the end of 1988). We will, nevertheless, still need the backup support of a working capital credit line to get over low spots within each year. We currently have such a line for \$65 million with the Irving Trust Company and three other banks. It is our plan to renew this line annually and perhaps enlarge it. After 1991 we would expect our current rates would cover our cash outlays excluding dividends, primarily because the amount of debt coming due annually in the 1990's will decrease significantly.

Robert Adams



Jack Schenck

GSU extends southern hospitality to visitors from Far East

Story and photos by Scott Harper

How would you like to leave the country on a business trip for four months? That's what happened to Takamasa Shimizu and Hiroaki Ichimura of the Tokyo Electric Power Company (TEPCO) in Japan. The two TEPCO employees were sent on a four-month general visit to the United States, touring power and telecommunications companies. In December they came to Beaumont for a two-day visit with Gulf States.

"This visit is part of our training system for young management people," says Shimizu, assistant manager of the telecommunications engineering division. "Four people get to go every year."

Whoever goes on the training trip is quite fortunate as TEPCO employs 39,000 people. "The decision depends on the boss's judgment. He decides who goes," says Ichimura, who works in the material and supplies planning division.

Jim Johnson, manager-materials management, and Bob Pohl, director-relay and communications, both of Beaumont, coordinated the GSU tours for the Japanese visitors. They spent the first day at Edison Plaza, where they heard presentations on materials management, purchasing, research projects and communications planning and engineering.

That night Shimizu made a pre-

sentation to an international marketing class at Lamar University taught by Johnson.

"The presentation fit in very well with the class," says Johnson. "Two students presented papers on marketing in Japan and he critiqued their presentations."

Shimizu told the class about cultural and managerial differences of American and Japanese business practices. One difference stressed was individualism. "We are not individualistic like Americans. Everything we learn from childhood into adulthood teaches us to think and act as part of a group. Consequently, we don't want to act or say anything that might bring attention to us as individuals," Shimizu told the class.

The second day included tours of the Beaumont Service Center, the Nelson Coal Plant in Lake Charles, the Energy Control Center and the Edison Museum.

"They told me often times other countries revere great Americans, such as Thomas Edison, Henry Ford and George Washington, more than Americans do," says Johnson. "They think Americans take them for granted."

"I think they were really impressed with the museum. It was the highlight of their trip to Gulf States."



Mike Leach, relay foreman, Beaumont, explains the SCADA system to Ichimura and Shimizu.



Ichimura (l) and Shimizu (r) take a van tour around Nelson Coal.

Don Pumphrey, senior public affairs representative, tells the TEPCO employees about Thomas Edison at the Edison Museum.



In their short visit, the Japanese visitors recognized several differences between GSU and TEPCO. TEPCO employs 39,000 people, has 20 million customers, a peak load of 40,120 megawatts, a generating capacity of 41,320 megawatts, operating revenues over \$32 billion and a 15,000-square-mile service area.

The two were surprised at the American utility industry. "We wondered why there were so many small utility companies in America. Japan has only nine. TEPCO is the biggest," states Shimizu.

"I was surprised that most American utilities have their own stock (materials)," says Ichimura. "We are too big. We always depend on manufacturers to do the job."

Just like GSU, TEPCO lists competition as a challenge. "We're competing with gas to sell energy. We must change our business to survive. We're branching into telecommunications and selling steam," says Ichimura.

The TEPCO visitors are quick to point out the differences between America and Japan. "People here are very friendly to strangers. I walked around town last night and a stranger said 'hi,'" says Ichimura. "In Japan, I would think he is mad!"



Derrick Smith, general maintenance supervisor, Nelson Coal, shows Shimizu and Ichimura the graph display of the plant's power output.

Shimizu says Japanese people are not good at self-expression. "You know the old Japanese proverb 'silence is golden,'" jokes Shimizu. "Well, Japanese people really believe that."

The size of America impressed them and the two were stunned to learn you could drive for two days and still be in Texas.

One problem encountered in America was communication. "On the plane, I ordered coffee and he (Ichimura) ordered milk," recalls Shimizu. "When we got our drinks, I had a Coke and he had a beer."

"We have trouble pronouncing the letters 'r' and 'l'. When I told a lady our Washington office address

was 1901 L Street, it took me five minutes to explain the street name was just the letter 'l,'" laughs Ichimura.

Both men expressed satisfaction with their trip to America and Gulf States. "This has been a good learning experience for everyone," says Ichimura. "It was very useful."

Casual meetings offer opportunity to learn more about each other

Story and photos by Scott Harper

"Our situation has improved. We are by no means out of the woods; but, as I have told our employees, I believe that we are going to make it," said Dr. Linn Draper, GSU chairman and president, in an address to the Southeast Texas media. "That may not sound like such a glorious report; but, compared to the situation we have been in for the last couple of years, it's clearly an improvement."

Gulf States sponsored two informal media meetings during November and December in Beaumont and Conroe.

"It's a time when we can meet the media in an informal setting and help them find out what's going on with our company," says



Dr. Draper talks with a Southeast Texas reporter about Gulf States' financial condition.

Kim McMurray, manager-public affairs, Beaumont. "It gives them a chance to meet Dr. Draper and other executives."

Dr. Draper told the group what to expect in the future regarding the company's financial condition, economic development, generating capacity and rates.

"We are now attempting to focus our attention on economic development activities," said Draper. "You'll see additional talk about things like our Team City program, where our company works with elected officials, government agencies, financial institutions and others to try to bring together the resources that make this an attractive area in which to do business."

Dr. Draper ended his presentation with a positive outlook for the next several years. "We think the future looks much brighter than the future has looked for some time. We certainly hope that is the case and we intend to be an active part of it," said Draper.

McMurray says the casual meetings help GSU and the media know each other better.

"Normally, when we have a chance to get together with the media, it's a crisis situation or they're under the pressure of a deadline," says McMurray. "That's not a casual atmosphere."

McMurray stresses the importance of having a healthy relationship with the media.

"We saw during the rate revolt in Texas the power that the news media can have as far as shaping what the public thinks about you," states McMurray. "There were a number of stories that were misleading or totally inaccurate."

"We hope that we can build a relationship that will, one, teach the media more about our business and, two, if a reporter is not absolutely sure about something, he will double-check things with us."

McMurray believes the meetings help build better media relations. "They have always been very useful sessions," says McMurray.

Plans are underway for media meetings in Louisiana during 1989.



As the cameras roll, Draper speaks at a media meeting at Neches Station.

What do you like to do in your spare time? For many of us, spare time is devoted to our favorite hobby.

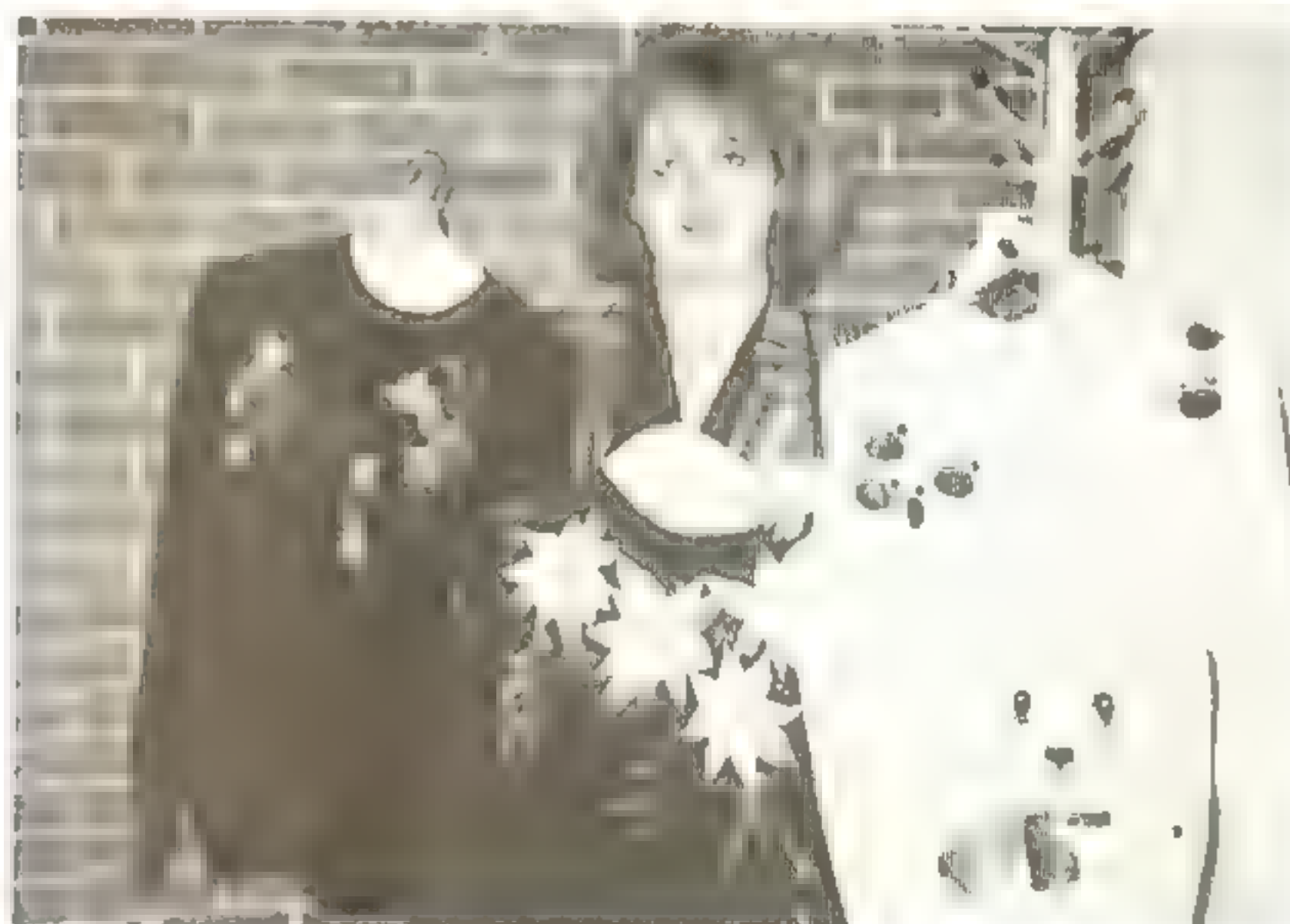
Whether it be woodcraft, stamp collecting or reading, many of us engage in some type of activity because we enjoy it and find it relaxing. Most experts say hobbies are therapeutic as well.

Since a number of Gulf States employees have interesting hobbies, we asked our correspondents to locate some GSU hobbyists and see what activities encompass their spare time.

Mamie Bjrel



Audrey McDonald



Charlotte Gauvreau



Top right, Bernadine Himel, part time clerical, Baton Rouge, displays a few of her floral arrangements, centerpieces and crafts, which she creates in her spare time. Himel began her hobby about five years ago. "It's really a lot of fun," says Himel. "I enjoy doing it and find the work and results rewarding."

Above, Kami Wright, Orange customer accounting clerk, likes sweatshirt and folk art painting. "It seems I've always been involved in some sort of craft," says Wright. "But it's been only a couple of years since I got into painting sweatshirts."

Left, Gerald Nickens, helper, Gonzales, spends many hours at the band saw creating articles from wood. He became interested in woodworking after seeing some craft shows. Gerald enjoys making woodcraft toys for his children.

Audrey McDonald



Audrey McDonald



He en Kennedy



Audrey McDonald



Sonny Powell



Top left, Doug Blevins, 1st-class serviceman, Orange, has been doing pen and pencil drawings since 1962. Owners of his work live throughout the United States. He hopes to have a calendar printed with 12 of his sketches

Top right, Tom Arabie, general line supervisor, Lafayette, makes various wood crafts in his shop. Arabie says he gets help with his hobby from his wife Dorothy, customer contact clerk, Lafayette

Above center, Orange storekeeper Charles Griffin has a unique hobby of delivering "Over The Hill" balloon bouquets in a 1972 Oldsmobile 98 Hearse dressed up as

a mortician. Griffin and the hearse can be seen in most area parades.

Above, Derrick Smith, general maintenance supervisor, Nelson Coult, has been interested in flying for a long time but didn't get serious until a few years ago. Not only has Smith gone on to get his private pilot license, but he also owns his own plane. He has added a new twist to his hobby: skydiving

Bottom left, Rifle and bow hunting have been a hobby of Van Kitchens, service, meter and engineering supervisor, Orange, for 34 years. He has travelled to six states on various expeditions.

Charlotte Gauvreau



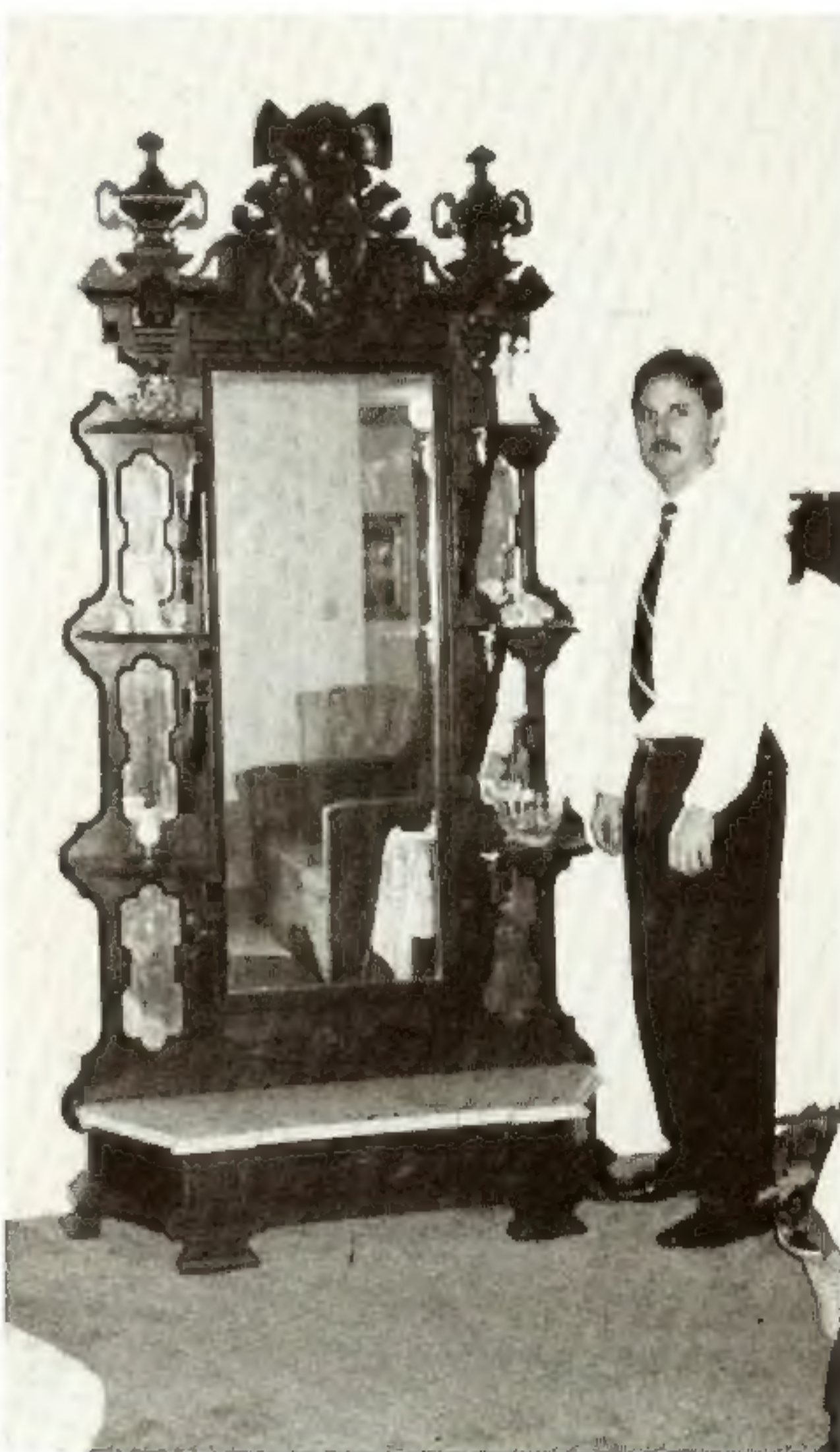
Sonny Powell



Sonny Powell



Audrey McDonald



Mamie Burell



Gerald Nelson



Top left, Shelby Brignac, Gonzales 1st-class serviceman, lists taxidermy as his hobby. He has been doing taxidermy for his friends and relatives for 10 years.

Top right, Ralph Midkiff, Nelson Coal equipment operator, has been a successful tournament bass angler for three years by qualifying for Louisiana Top Six state competition.

Center left, Roger Cooper, 1st-class electrician, Nelson Coal, has been flying airplanes for 20 years and has his private pilot, commercial, instrument, multi-engine and flying instructor's licenses.

Center right, Kelley Carson, marketing agent, Orange,

continues a family tradition of collecting antique Victorian furniture. Carson has been a collector for about five years.

Above, Gertrude Ned, part time clerical, Baton Rouge, displays her stamp collection, a hobby she has had for eight years. Ned's collection includes stamps from 40 different countries.

Bottom right, Tommy Broussard, Sabine Station store-room assistant, has been drawing for 25 years. The large mural shown on the front of his garage took about a month to complete.

Scott Harper



Irvin and wife, Jo Ann.

Irvin receives President's Award

George Irvin, manager-commercial and residential marketing, Beaumont, received the President's Lifesaving Award from Dr. Linn Draper, GSU chairman and president.

In 1987, Irvin was enjoying Thanksgiving dinner with his family when his wife, Jo Ann, unsuspectingly left the table. A few minutes later, one of Irvin's daughters found Jo Ann in the kitchen about to faint.

Irvin, recognizing the symptoms of a choking victim, applied the Heimlich maneuver and dislodged the food that was blocking her air passage.

"For this act, I'm presenting you this award," said Draper. "I want you to know we are proud to have you on our team."

Conroe meter readers showed community participation when they decorated a line truck as a float in the Willis Christmas parade. Left to right are Ruth Kramer, meter reader, as Louie the Lightning Bug; Brian Acreman; Jeanette Acreman, meter reader; Lora Davis, supervisor-meter readers; Steven Davis; Sammy "Santa Claus" Jackson, meter reader; Makesha Jackson; Mark Puls, lineman-1st class; Michele Puls; Kenneth Neal, meter reader; and Wendy Neal.

Scott Harper



(l to r) Mike Durham, manager-occupational health and safety, Wier and Safety Council member Richard Harley.

GSU's public safety efforts recognized

Gulf States has received an award of merit from the Safety Council of Southeast Texas for its public safety efforts.

"We particularly are pleased to present this award because it epitomizes what safety is all about," says Dr. Sylvia Weir, safety council president. "The award recipient shows they truly care about making safety an indispensable, ongoing part of doing business in Southeast Texas."

Gulf States was honored for its wide-ranging public safety cam-

paign that teaches children and adults about the dangers of electricity through TV ads, free literature and "Louie the Lighting Bug." The TV public service announcements have been emulated by more than 40 utilities in the United States and Canada and over 100,000 pieces of literature are mailed annually to schools throughout GSU's service area.

GSU promotes an active public information program about safety that includes safety programs, printed materials and video tapes.

Darlene Rutherford



MAILBOX



Courteous and able

Willie Broussard, administrator, Village of Maurice, La., writes **Joel Jeffcote**, general superintendent-Lafayette district, in appreciation of GSU employees:

"Please convey our thanks and appreciation for the concern and apparent interest in the Village's needs to **Burt Duhon**, your customer service supervisor, and **Liz Duhon**, your customer information coordinator. Their interaction abilities are truly commendable. Your general line supervisor **Allen Hebert** and service department foreman **Melvin Clark** truly went out of their way to assist us in occasions of need. Further, we feel fortunate to have **Kim Gallet** as our district serviceman and **Garland Lege** as line foreman. Their courteous and able-mannered approach in performing their duties makes it very easy for us to call on them when we need to."

Team support

In support of the GSU Team City program, D. Dale Gaudet, president and CEO, Bank of Gonzales, Gonzales, La., writes **Janice Wynne**, economic development specialists, Baton Rouge:

"I wish to offer the full services of the bank to include both economic and human resources in the support of the Team City concept. Please tell us what we may do to further this very worthwhile initiative."

Splendid job

Debbie Bauman, community planner, BUILD, Inc., writes in appreciation to **Edward Hegwood**, supervisor-contract crews, Beaumont:

"Thank you for all the assistance you provided to BUILD's cleanup project in the Forsythe neighbor-

hood. Your crew arrived early and did a splendid job of trimming trees along Neches and Forsythe."

Absolutely magnificent

"Please accept my sincerest and very special thanks for your time and efforts at our Pointe Coupe Homemakers Expo," writes Maxine Olinde of the Louisiana Cooperative Extension Service to **Pris Gallagher**, coordinator-Louisiana communications, Baton Rouge. "Your presentation on 'Holiday Visions' was absolutely magnificent."

"I am personally grateful to you for your interest and devotion in helping to meet the needs and interests of our clientele ... Your presentation was as good as I have ever seen ... I know that you spent a great deal of time in preparation for your program and to say thank you is hardly adequate."



Lisa Didier

Pris Gallagher

Super nice

In a letter to **Kenneth Comeaux**, district supervisor, Zachary, customer Gayle Anders writes:

"From Wilson and me, a great big thank you for your help in getting our live oak trimmed. We appreciate the time and effort you gave to this matter. The work on the tree was carefully done and we are well pleased with the result."

Mr. Kinsella was super nice to both of us."

Norman Kinsella is a division forester in Baton Rouge.

Noble gestures

Roy E. Noble, energy supply manager, Rhone-Poulenc, Inc., writes **Jim Moss**, vice president-marketing, to compliment the following Baton Rouge employees: **Bill Von Colln**, communications foreman; **Tom Young**, supervisor-industrial services; **Major Banks**, engineer; **Dave Corbitt**, section head; and **Charles Loewenthal**, senior engineering assistant.

Noble met with the employees to discuss the power requirements of a plant being built in Baton Rouge.

"I brought with me every conceivable problem that could arise in a project like this and many were solved before I could even ask them. GSU should be commended as an employer for having such a concentration of capable people. I know that we are looking forward to a long lasting association."

Thanks for the hospitality

Ed Loggins, senior executive vice president, received this thank you letter from Kazua Asano, director and general manager, Tokyo Electric Power Company, Japan:

"I would like to express my sincere thanks to you and your staff for hosting the two trainees from our company, Messrs. Takamasa Shimizu and Mr. Hiroaki Ichimura ... Both trainees reported that their discussions with your staff and the tour were very informative. I know their visit to GSU was a highlight of their training period in the United States. Thank you for the hospitality extended to our trainees."

(See related story on pages 8-9.)

PLAIN TALKS

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